

Government Efficiency and Accountability Review (GEAR)

GEAR14 Board Meeting

May 16th 2019



<https://gear.delaware.gov/>

Agenda

30 min

1. Introductions
2. Old Business
 - Review/approve minutes
 - 2019 Schedule
 - GEAR team update

3. New business

4. Deep Dive

- DHSS & Healthcare
- Criminal Justice

90 min

5. Open Topics discussion -- Board

6. Public Comment

7. Adjourn

Old Business

Review/Approve Minutes from Prior Board meeting

*Sent to Board for review **May 1st, 2019***



New Business

2019 GEAR Board Schedule

Wednesday, January 17, 2019

9:00am to 11:00am

Haslet Armory, Conference Room 219

Tuesday, March 19, 2019

9:00am to 11:00am

Buena Vista, Buck Library

Wednesday, May 16, 2019

8:00am to 10:00am

Haslet Armory, Conference Room 219

Tuesday, July 16, 2019

9:00am to 11:00am

Buena Vista, Buck Library

Wednesday, September 18, 2019

10:00am to 12:00pm

Haslet Armory, Conference Room 219

Tuesday, November 19, 2019

8:00am to 10:00am

Buena Vista, Buck Library



New Business

2019 Deep Dive Schedule

Wednesday, January 17, 2019

Information Technology

GEAR

Tuesday, March 19, 2019

Education

Financial Services

Wednesday, May 16, 2019

DHSS & Healthcare

Criminal Justice

Tuesday, July 16, 2019

Information Technology

Human Resources

Wednesday, September 18, 2019

Financial Services, Education

Criminal Justice

Tuesday, November 19, 2019

DHSS & Healthcare

P3 – Public/Private Partnerships



New Business



GEAR Team Update

- EdGEAR on the move
 - EdGEAR entering formal design phase
 - First meeting of new Board scheduled for June 7th
- Population Consortium (SB7 w/ SA 1) passed and signed by Governor
- Government Accountability Act (HB 133) introduced in House, committee review
- DNREC update 
- First State Quality Improvement Fund (FSQIF)
 - DHR, GEAR, et. al. developing objectives and process in preparation for July 1st launch
 - GEAR Board will be asked to approve FSQIF design principles next meeting
- Standing updates:
 - Information Technology
 - Human Resources Delivery



New Business

GEAR P3 Innovation and Efficiency Award

Congratulations to:

- **iVote Security Remediation Team**
- **Delaware Drug Monitoring Initiative Team**



New Business

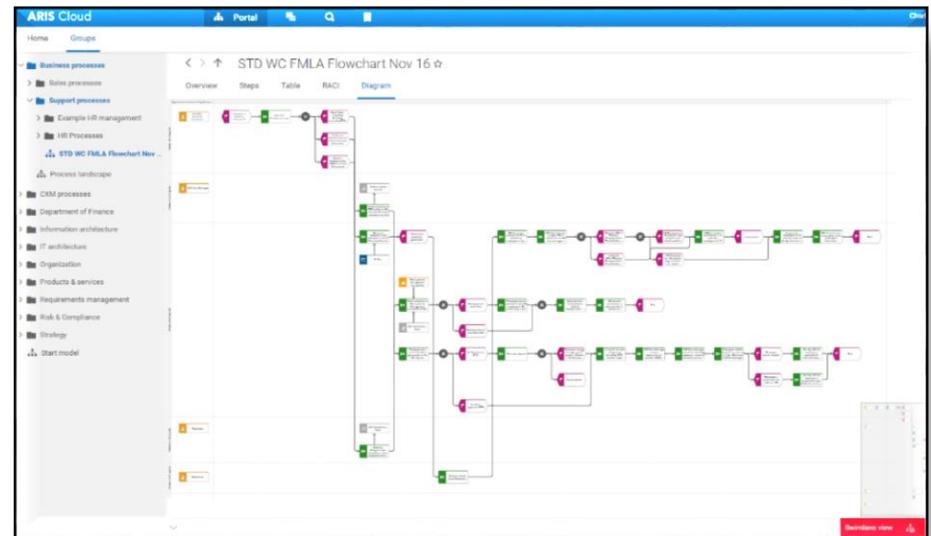
- Thank you GEAR P3 Business Community Sponsors
 - Mark Turner
 - Chip Rossi
 - Gary Stockbridge
 - Ernest Dianastasis
- WSFS
Bank of America
Delmarva Power
The Precisionists, Inc.



New Business

Process Modeling and Optimization

- GEAR implementing a standard for business process mapping
- Critical to helping understand the operations of an agency, department, or program
- Document current state, model process and resource optimizations
- Develop operation metrics to track improvements
- Engage organization to help make improvements
- Standard format and tool (ARIS) useable statewide
- Archived in the cloud therefore never lost



Deep Dive

DHSS & Healthcare

Health Care Benchmarks

Kara Odom Walker, MD, MPH, MSHS
DHSS Cabinet Secretary

Delaware's Road to Value

Support **patient-centered, coordinated care.**

Prepare the health provider **workforce and infrastructure.**

Improve health for **special populations.**
Engage **communities.**

Ensure **data-driven** performance.

Pay for Value

Improved Quality and Cost

Why the Benchmarks Are Important

- Delaware's per-capita health care costs are **more than 25% above** the U.S. average.
- Delaware's health care spending is expected to more than **double by 2025**.
- Health care costs consume at least **30 percent** of Delaware's budget.

Delaware's Overall Health Is Poor

- Our population is **older and aging** faster.
- We are **sicker** than the average state.
- Our investments have not led to better outcomes — we are **ranked 31st** in America's Health Rankings.

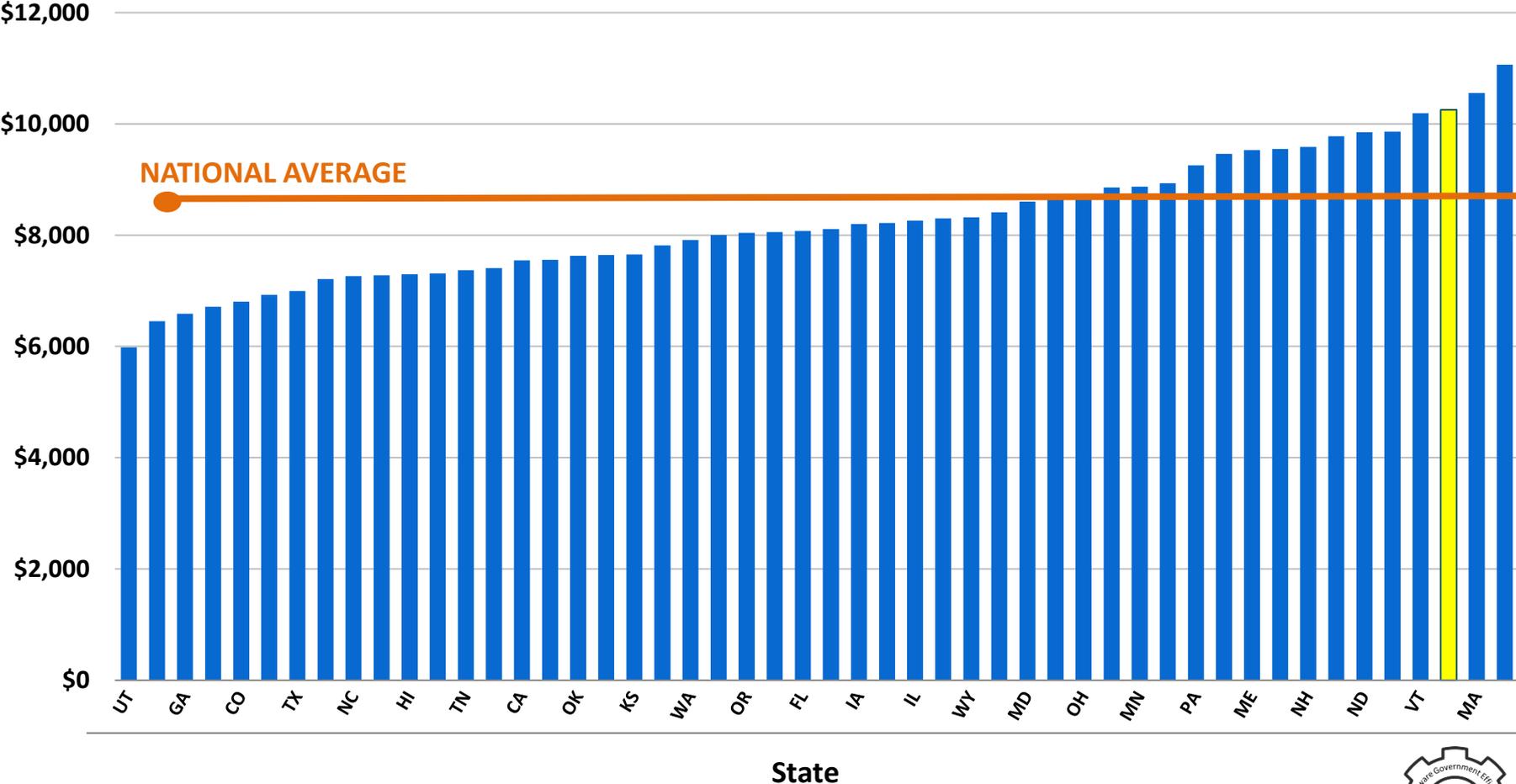
RANKED
31

Health Care Spending Benchmark



Delaware Spends More on Health Care Than Most Other States

PER CAPITA PERSONAL HEALTH CARE EXPENDITURES, 2014



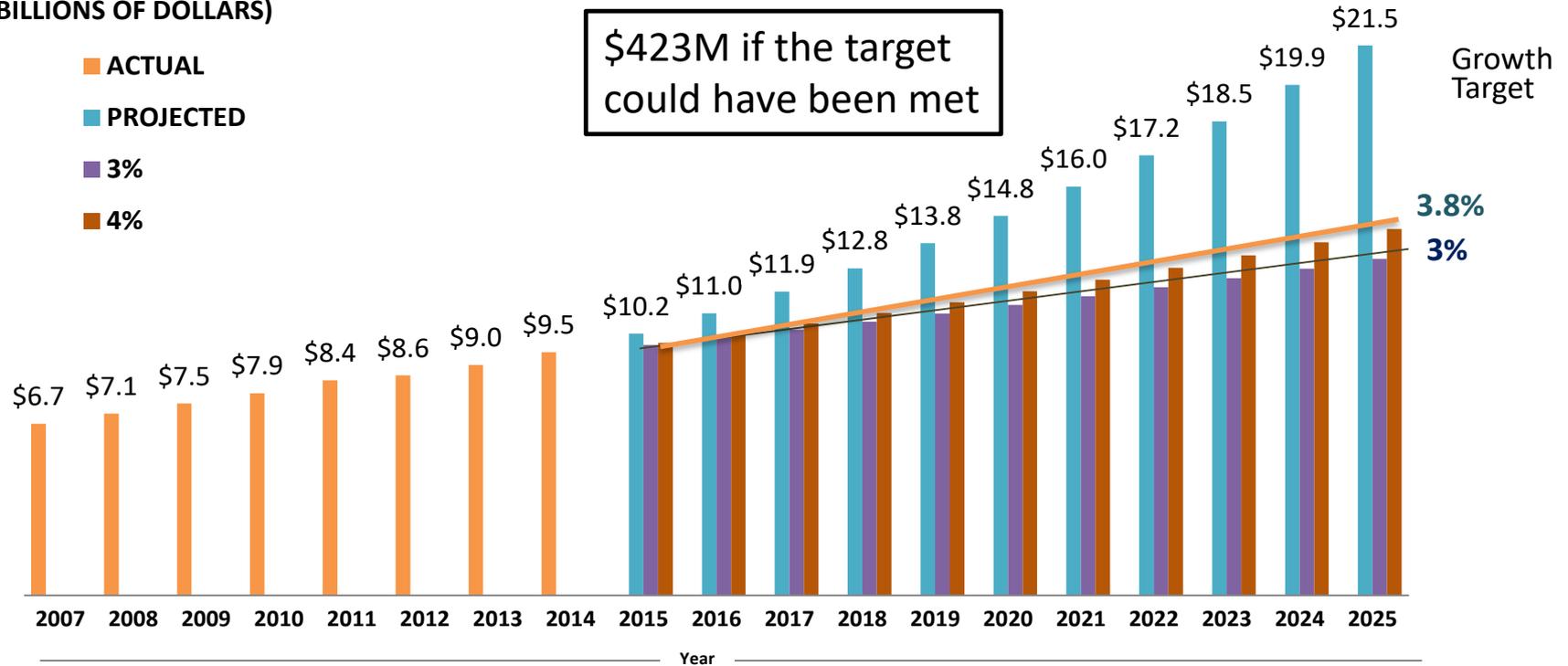
NOTE: District of Columbia is not included.

SOURCE: Centers for Medicare & Medicaid Services, [Health Expenditures by State of Residence](#), CMS, 2017.



Delaware's Total Health Spending Will Double from 2014 to 2025

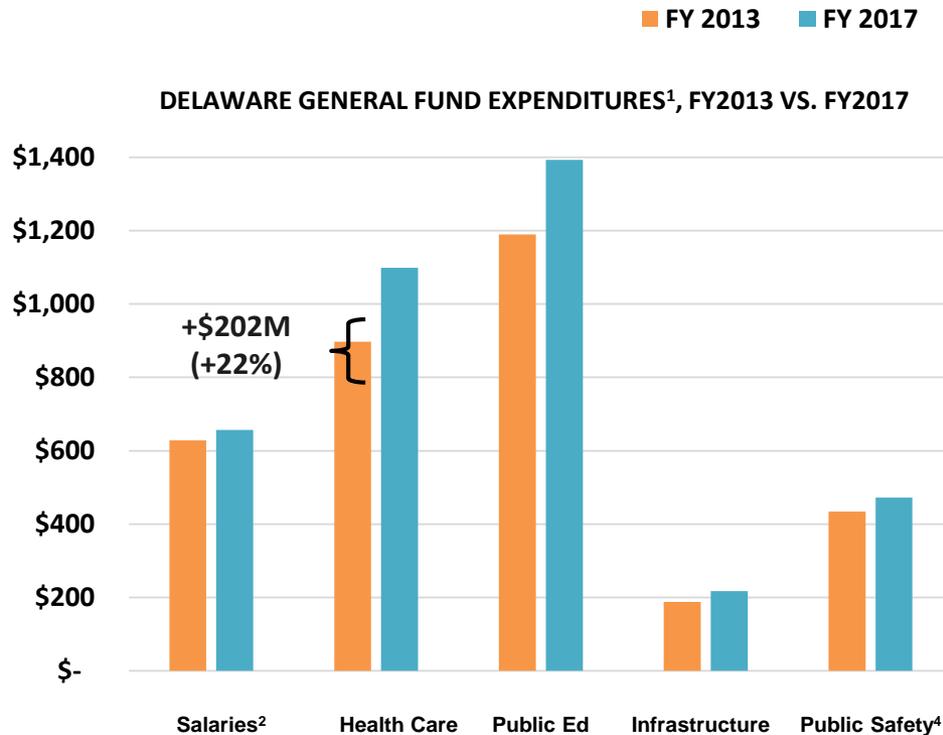
DELAWARE'S ACTUAL AND PROJECTED PERSONAL HEALTH CARE EXPENDITURES, 2007-2025
(BILLIONS OF DOLLARS)



SOURCE: Centers for Medicare & Medicaid Services, [Health Expenditures by State of Residence](#), CMS, 2017;



State's Increasing Health Care Costs



SOURCE: Delaware Office of Management and Budget; DEFAC Expenditure Reports.

1- Infrastructure funds reported from Transportation Trust Fund expenditures, not General Fund.

2- Salaries are not inclusive of public education salaries.

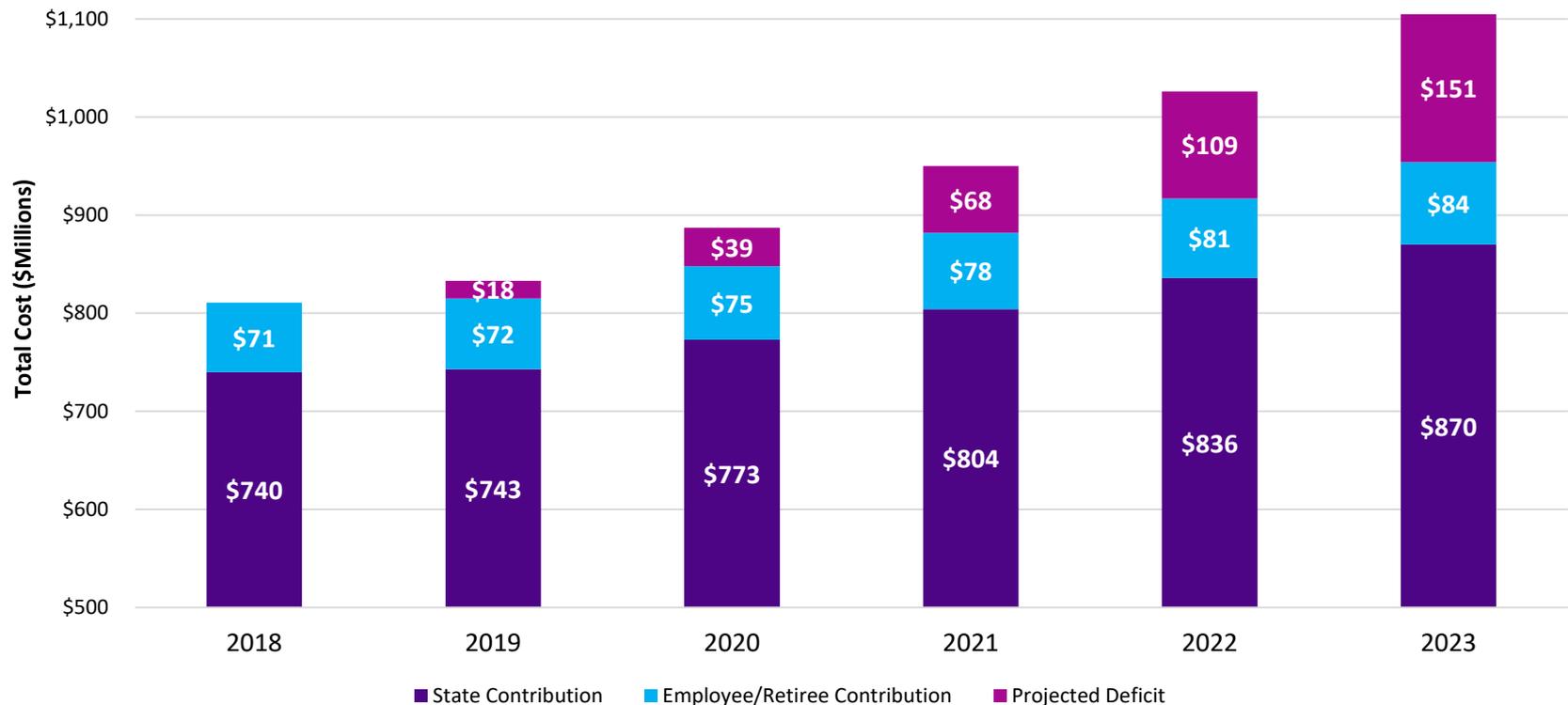
3- Healthcare includes employee health benefit expenditures and Medicaid expenditures.

4- Public safety expenditures include expenditures by DSHS, DOC, and Youth Rehabilitative Services (DSCYF)

- During this same time frame, General Fund revenue collection has grown by just 7.6%.
- Health care costs now account for about **30% of the state's budget**.
- **Crowds out necessary investments in:**
 - Education
 - Public Safety
 - Infrastructure
 - Salaries

Delaware's Employee and Retiree Health Care Cost Projections

Group Health Insurance Plan Projected Cost



2018 based on final June 2018 Fund Equity report; FY19 projected expenses based on experience through FY19 Q1; FY19 enrollment as of September 2018; includes financial impact of legislative bills impacting GHIP (\$1.2m increase to FY19 and \$2.4m increase to FY20 projections); assumes no additional program changes in FY20 and beyond; assumes 2% annual enrollment growth for FY20-FY23; assumes 2% annual premium increase in FY20 and beyond; includes impact of 40% excise tax beginning CY2022; FY20-FY23 projections assume 5% composite trend (assumes 6% underlying trend less 1% for future GHIP cost reduction initiatives)

Health Care Spending Benchmark

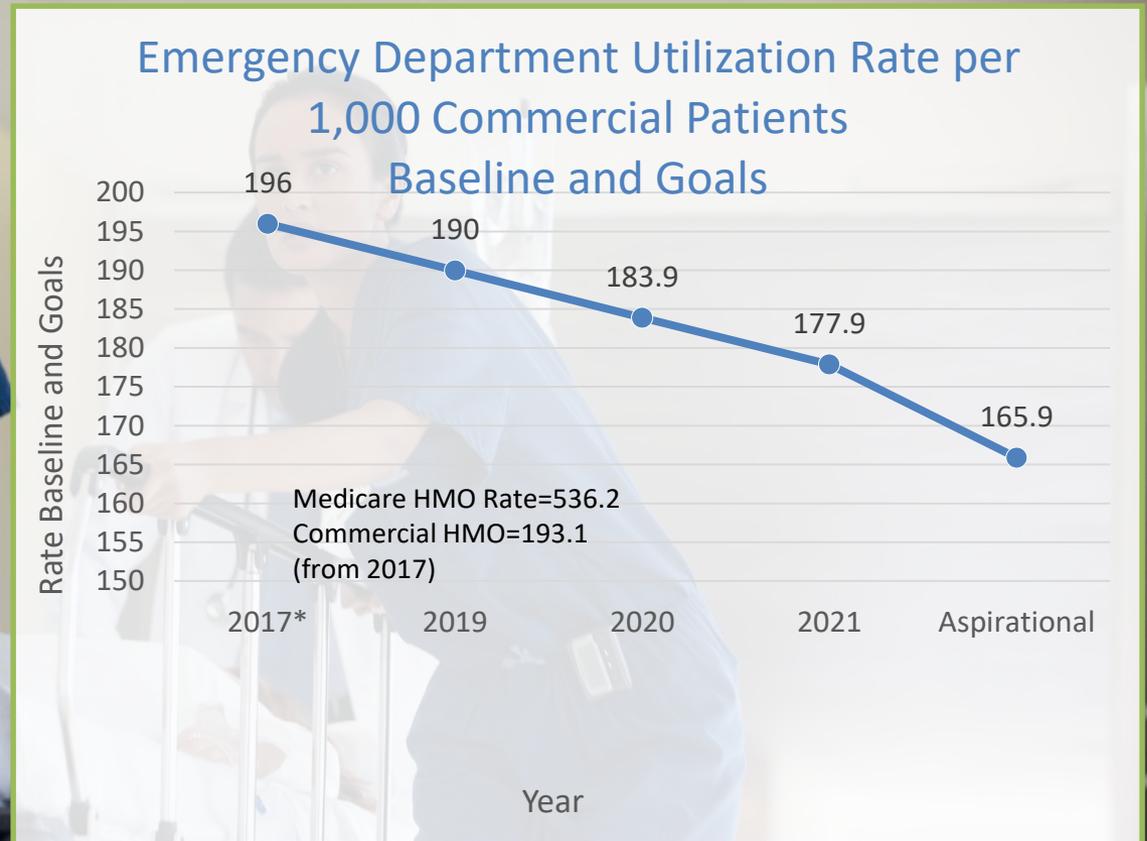
Executive Order (EO) 25

- EO establishes a subcommittee of Delaware Economic and Financial Advisory Council (DEFAC) for setting the health care spending benchmark for calendar year 2019.
- The Subcommittee set the benchmark at 3.8% for 2019.
- For subsequent calendar years, the benchmark will be:
 - 2020: 3.5% per capita Potential Gross State Product (PGSP) growth rate
 - 2021: 3.25%
 - 2022: 3.0%
 - 2023: 3.0%

Health Care Quality Benchmarks



Quality Benchmark for Emergency Department Utilization Rate



*Adapted from NCQA Quality Compass

**Delaware's baseline was derived from the weighted average performance of Aetna, Cigna, Highmark, and UnitedHealthcare. Weights were HEDIS 2018 enrollment by plan.

Quality Benchmark for Opioid-Related Overdose Deaths

308

overdose deaths in 2016

345

overdose deaths in 2017
(double the deaths
recorded 5 years earlier)

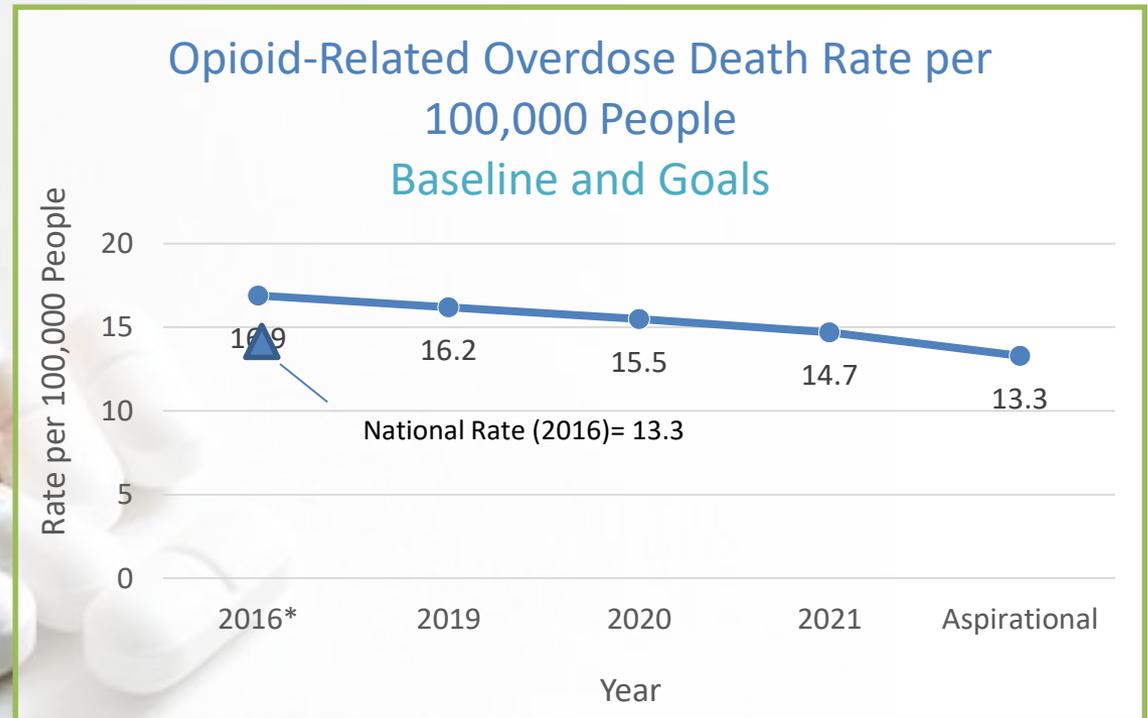
400

overdose deaths in
2018 (from Division of
Forensic Science)

Record Total Number
of Deaths in Delaware

SUSPECTED OVERDOSES

Quality Benchmark for Opioid-Related Overdose Deaths



*WONDER, DCD

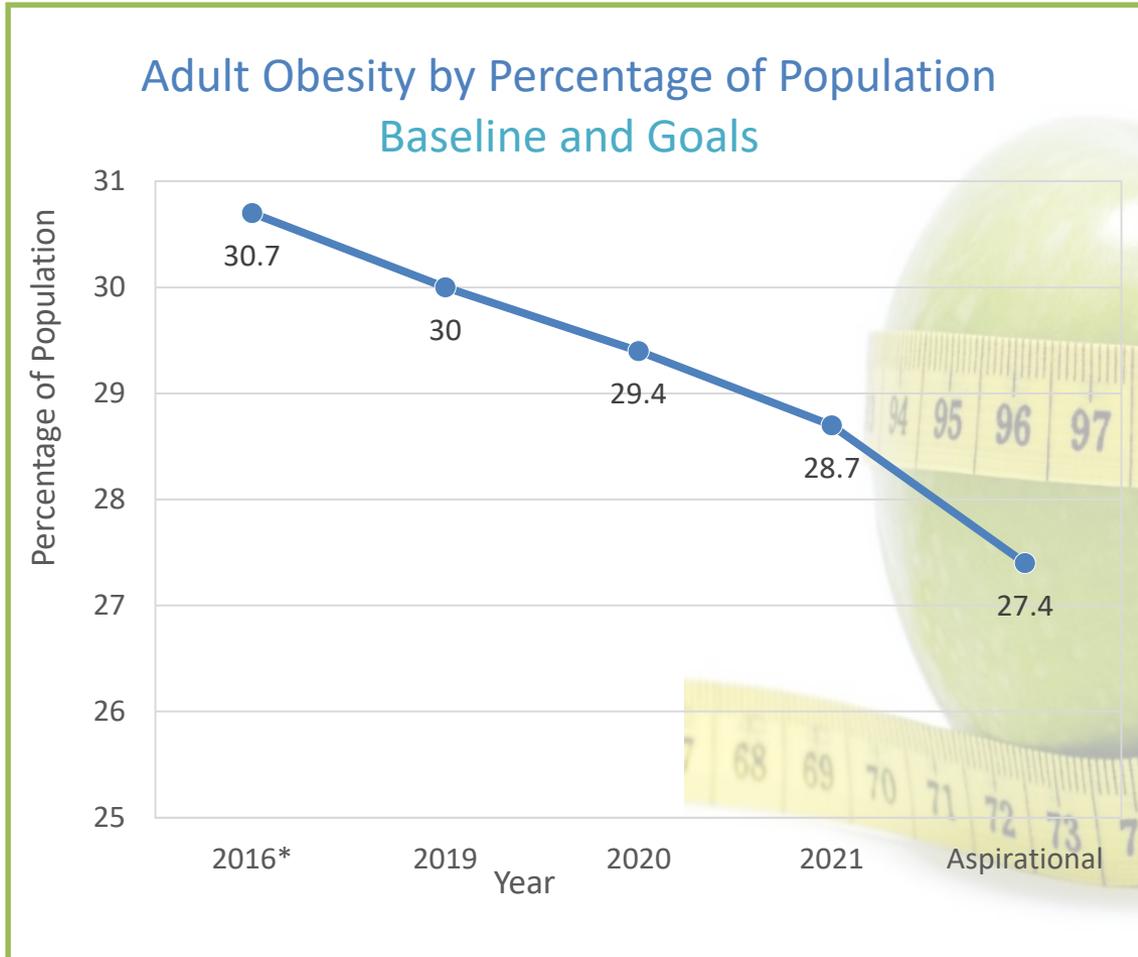
Quality Benchmark for Concurrent Use of Opioids and Benzodiazepines



Benchmark Values:

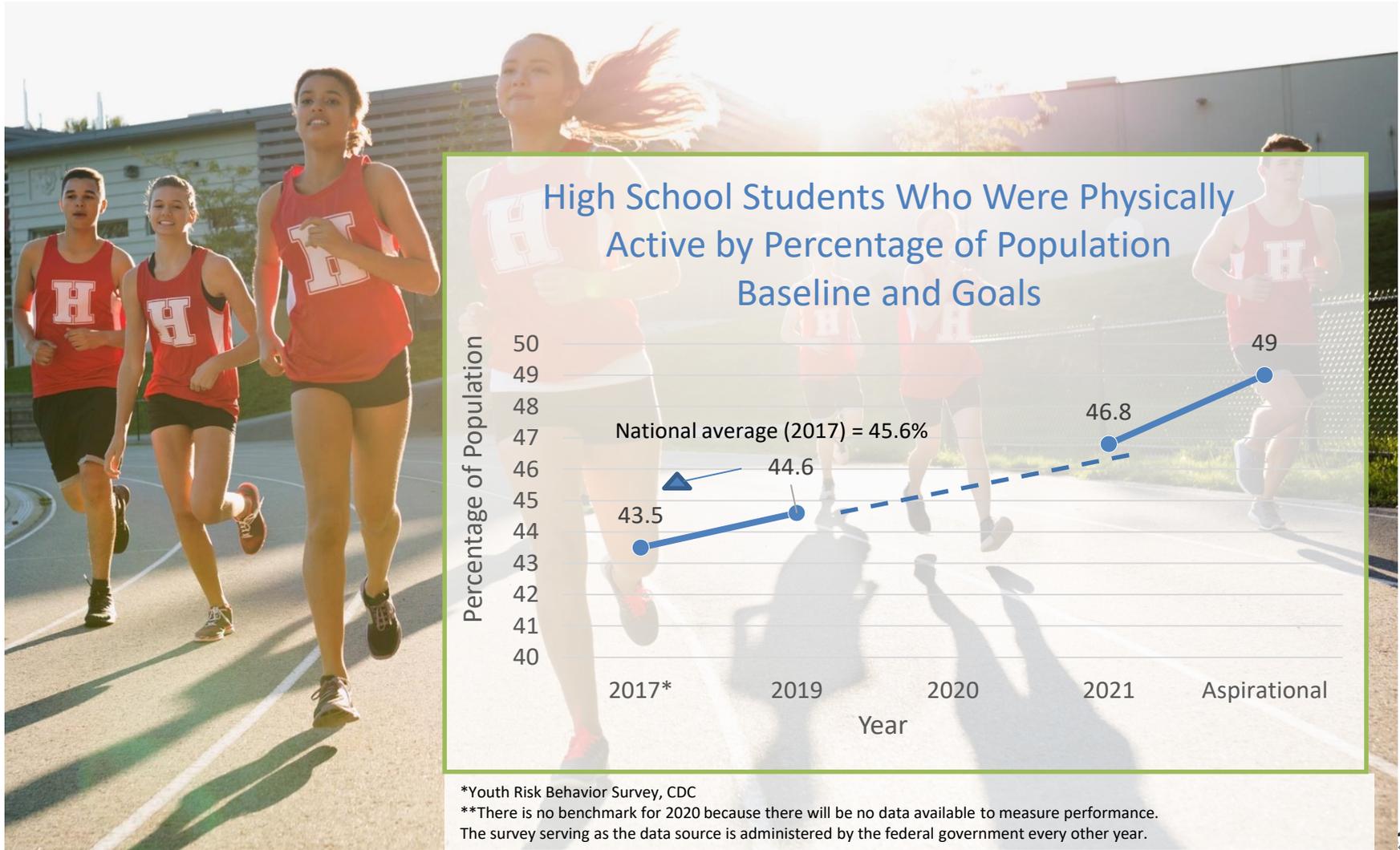
Residents per 1,000 with overlapping prescriptions to be determined for 2020 and 2021 and for the aspirational benchmark after insurer data are obtained by the State during 2019.

Quality Benchmark for Adult Obesity



*Behavioral Risk Factor Surveillance System, CDC

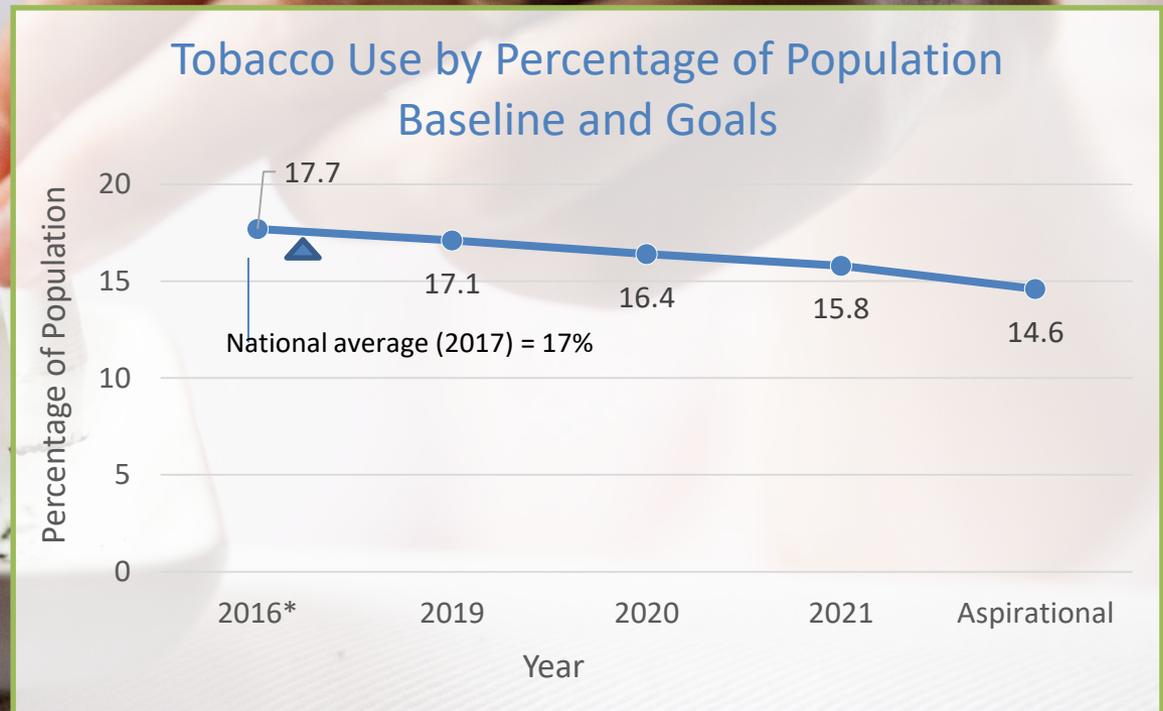
Quality Benchmark for High School Students Who Were Physically Active



*Youth Risk Behavior Survey, CDC

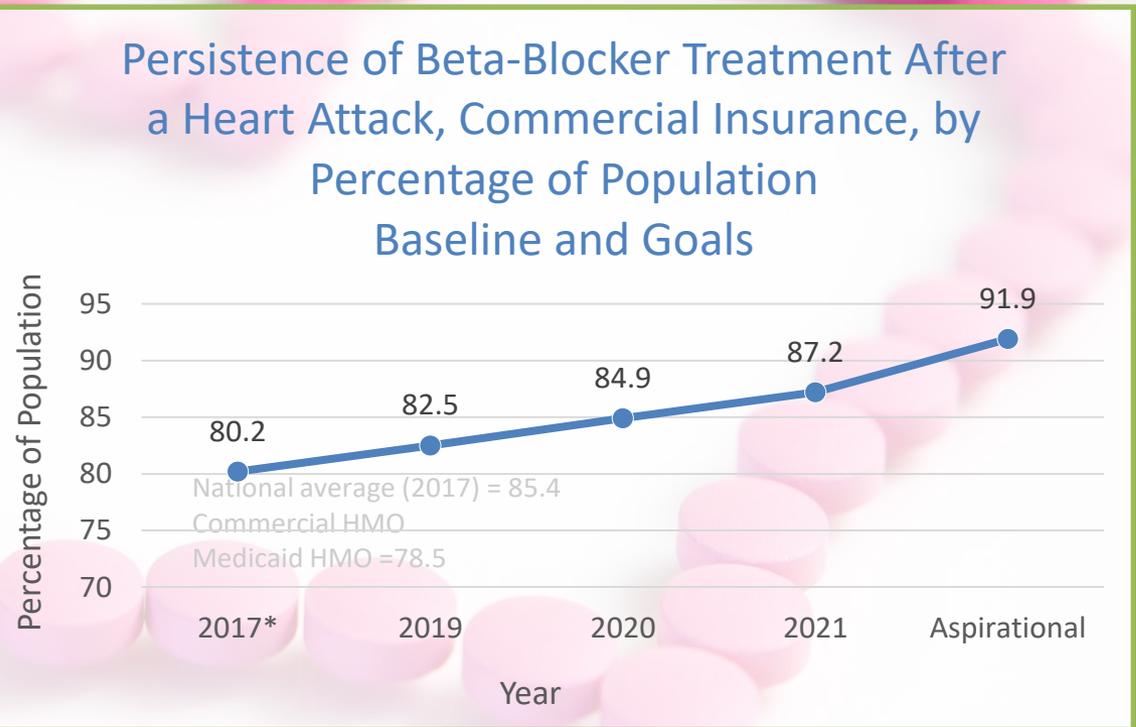
**There is no benchmark for 2020 because there will be no data available to measure performance. The survey serving as the data source is administered by the federal government every other year.

Quality Benchmark for Tobacco Use



*Behavioral Risk Factor Surveillance System, CDC

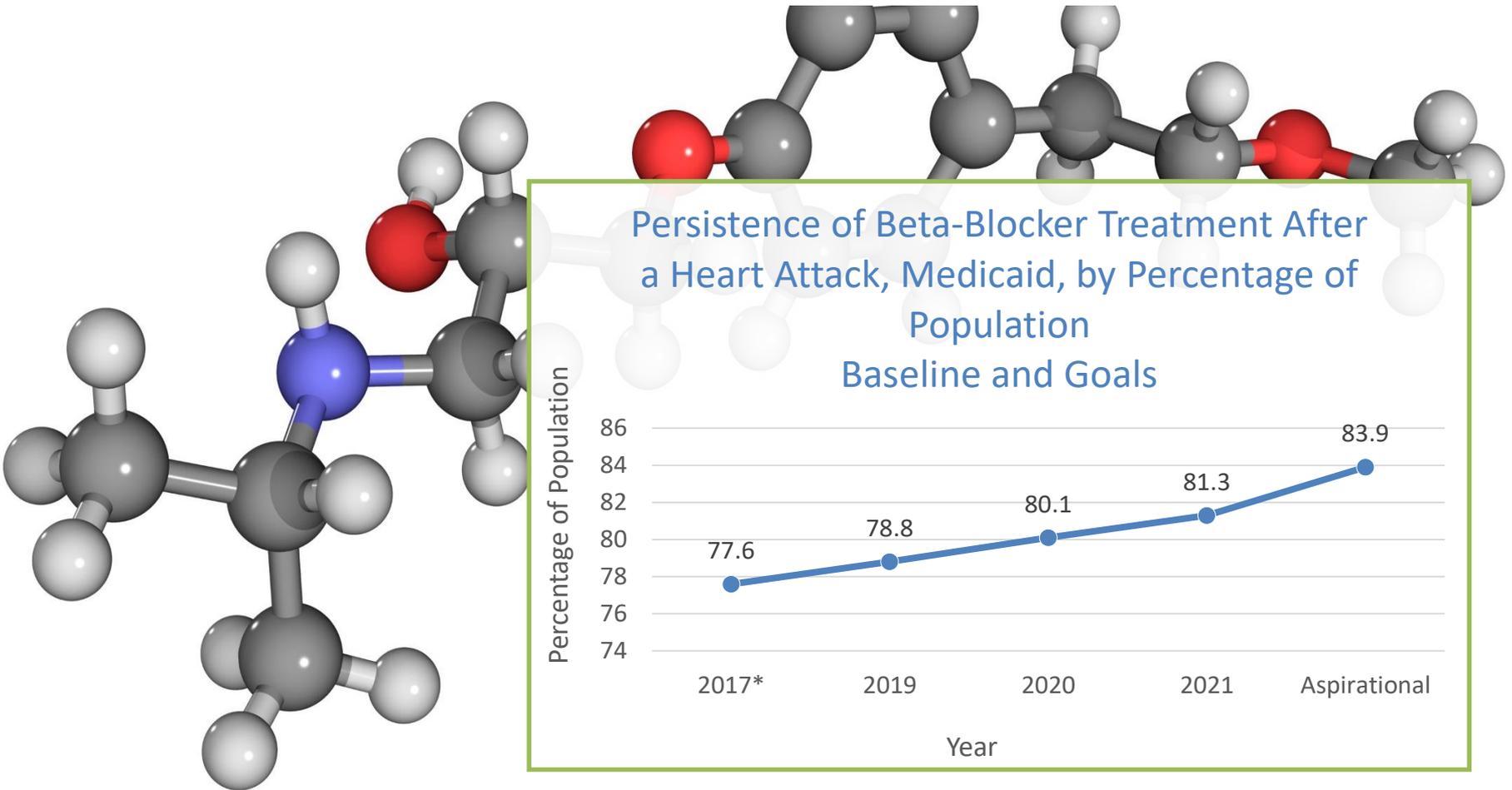
Quality Benchmark for Persistence of Beta-Blocker Treatment After a Heart Attack — Commercial Insurance



*NCQA Quality Compass

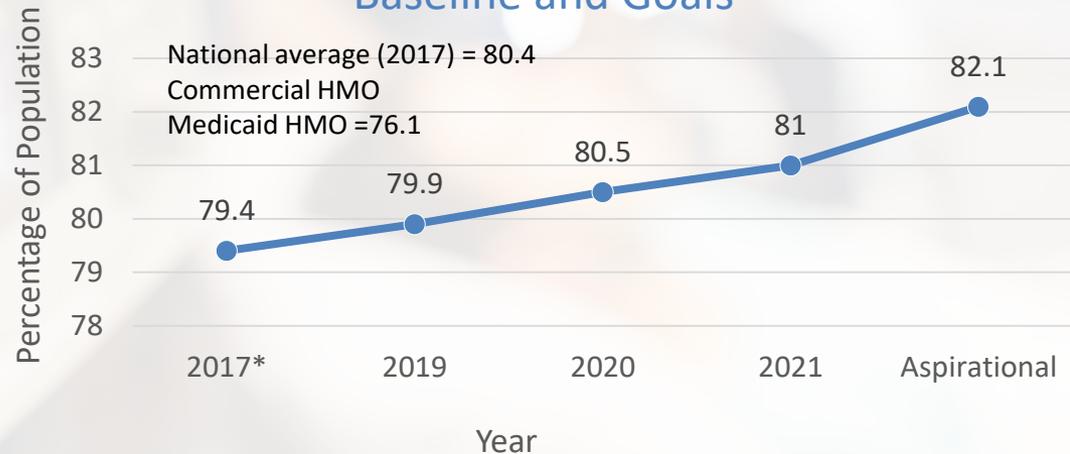
**Delaware's baseline is Highmark's baseline rate, as Highmark was the only plan with commercial data available in NCQA's Quality Compass for HEDIS 2018.

Quality Benchmark for Persistence of Beta-Blocker Treatment After a Heart Attack — Medicaid



Quality Benchmark for Statin Therapy for Patients with Cardiovascular Disease — Commercial Insurance

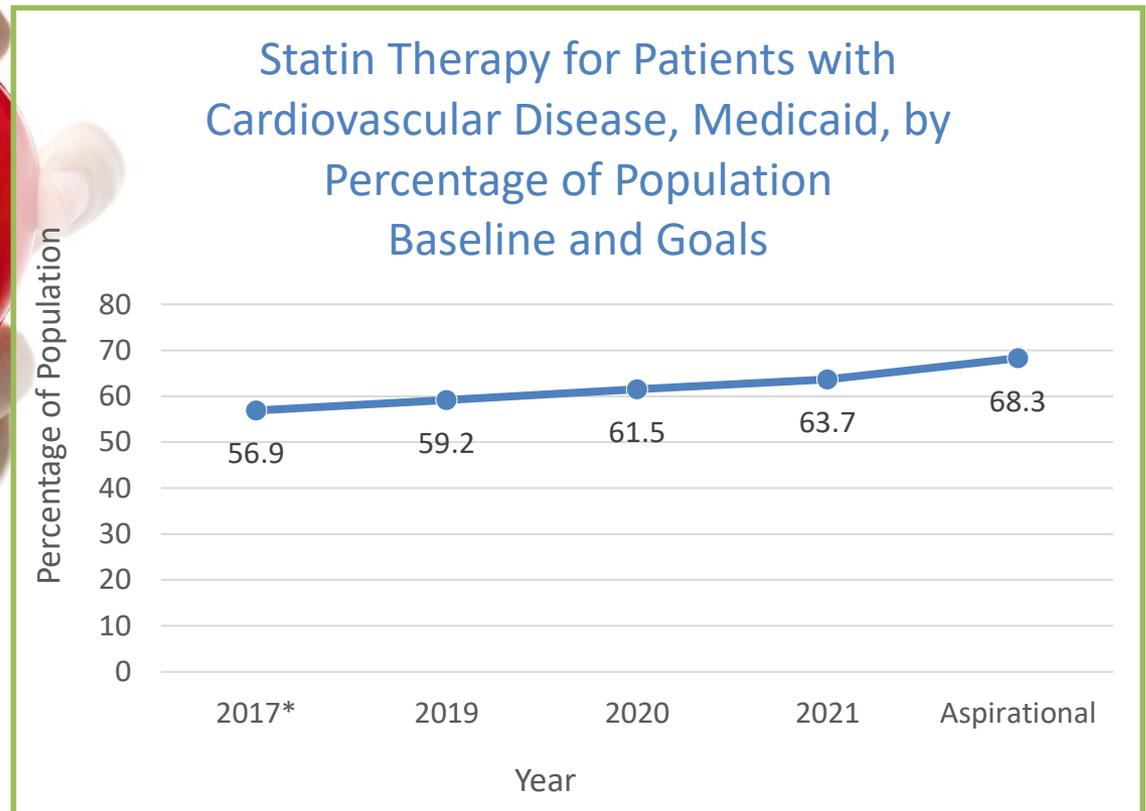
Statin Therapy for Patients with Cardiovascular Disease, Commercial Insurance, by Percentage of Population Baseline and Goals



*NCQA Quality Compass

**Delaware's baseline was derived from the weighted average performance of Aetna, Cigna, Highmark, and UnitedHealthcare. Weights were HEDIS 2018 enrollment by plan.

Quality Benchmark for Statin Therapy for Patients with Cardiovascular Disease — Medicaid



*NCQA Quality Compass

**Delaware's baseline is Highmark's baseline rate, as Highmark was the only plan with Medicaid data available in NCQA's Quality Compass for HEDIS 2018.

Health Care Benchmarks: What's Next?

- **By May 31st of each year:** DEFAC will report to the Governor and the Health Care Commission on any changes to the spending benchmark approved by DEFAC.
- **4th quarter of each year:** HCC will report on the performance relative to the spending and quality benchmarks.
- **Ongoing:** HCC will engage providers and community partners in discussion – with the State and each other – about how to reduce variation in cost and quality, and to help the State perform well relative to each benchmark.



Linking State Employee Benefits Committee and the Benchmark

With statewide growth trends and quality targets in place, the State Employee Benefits Committee (SEBC) can use these targets as guidelines to develop specific growth trends and quality targets

- Embedded in contracts
- Updated strategic planning targets
- Prioritize benefits design around primary care, emergency department utilization, opioid use, cardiovascular disease prevention
- Consider tobacco cessation, obesity management and cholesterol targets for specific state employees



DHSS Strategic Planning

Lisa Bond

DHSS, Chief Operating Officer

DHSS Strategic Planning- What

GOAL:

- Develop a Strategic Plan that provides a road map to a coordinated DHSS infrastructure that will provide high quality services in all Delaware communities and reflects the Department's collective mission to improve the quality of life for all Delawareans.

OBJECTIVES:

- **Create a Strategic Plan that:**
 - Recognizes and rewards passionate and capable leadership and staff
 - Increases efficiencies by streamlining practices and reducing duplicative processes
 - Maximizes non-state funding opportunities
 - Actively supports and manages the change process
 - Uses meaningful data to inform decisions
- **Uses a process that:**
 - Uses a flexible and adaptive planning framework
 - Is transparent, honest, and respectful
 - Includes simple, easy-to-understand, and ongoing communications
 - Strives for co-ownership, not just "buy-in"
 - Fosters the belief that this is important, possible, and can last

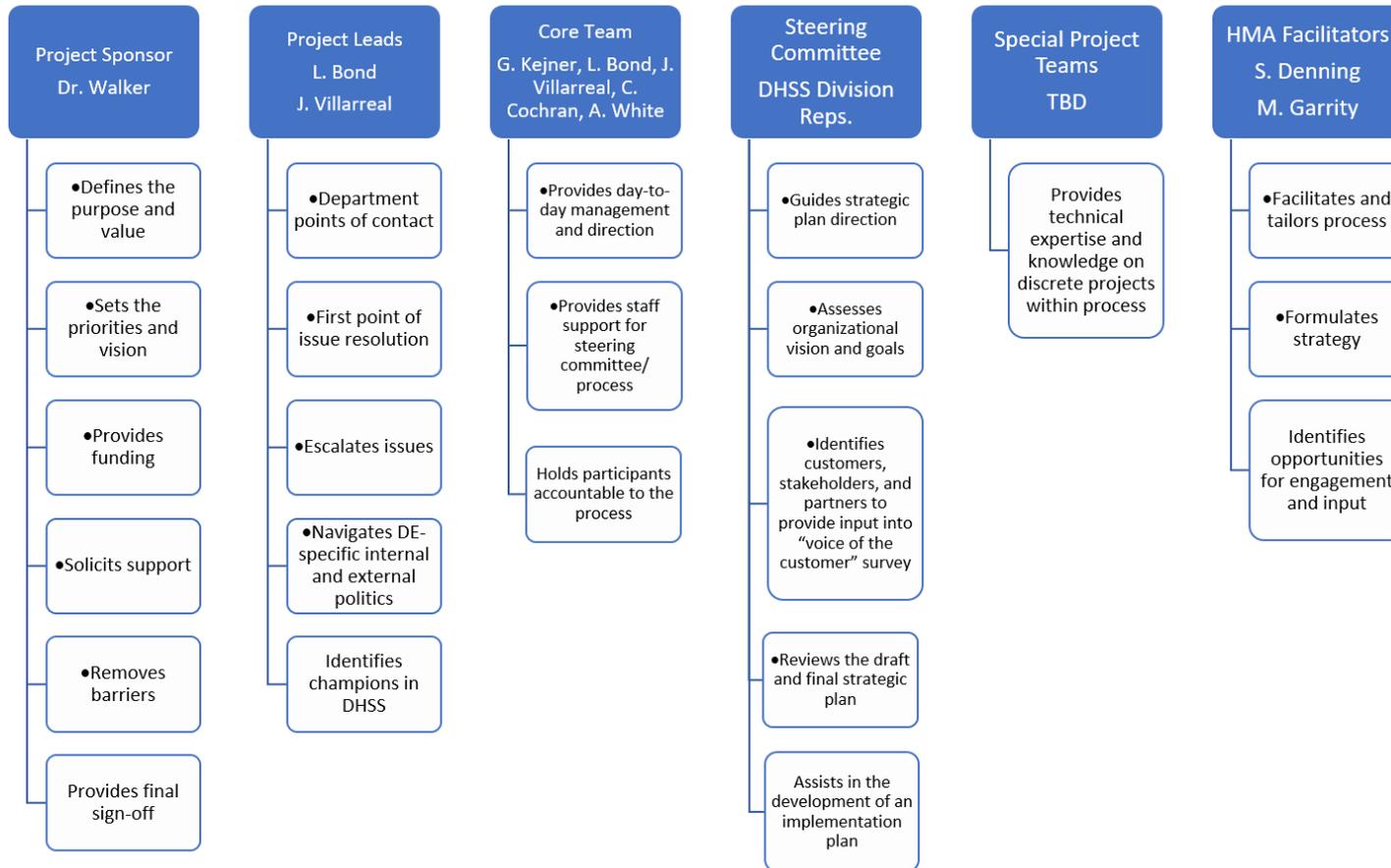
DHSS Strategic Planning- How

PHASE 1 PROJECT STARTUP	PHASE 2 STRATEGIC PLANNING PROCESS	PHASE 3 ENVIRONMENTAL ANALYSIS & STAKEHOLDER SESSIONS	PHASE 4 COMMUNICATIONS & OUTREACH	PHASE 5 IMPLEMENTATION PLAN
KICK-OFF MEETING PROJECT AND COMMUNICATIONS MANAGEMENT	ESTABLISH STEERING COMMITTEE AND CONDUCT INITIAL OUTREACH FINALIZE PROJECT FRAMEWORK FINALIZE WORK PLAN	RAPID NEEDS ASSESSMENT STAKEHOLDER DATA COLLECTIONS PROGRAM INVENTORY MATRIX	SWOT ANALYSIS STRATEGIC PLANNING SESSIONS DEVELOP COMMUNICATIONS AND OUTREACH STRATEGY	DEVELOP OUTCOME MEASURES CHANGE MANAGEMENT DRAFT AND FINALIZE STRATEGIC PLAN DEVELOP IMPLEMENTATION PLAN

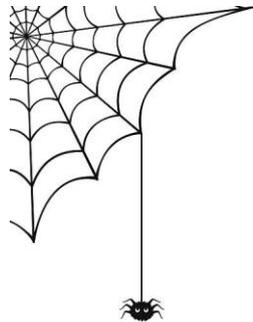
DHSS Strategic Plan- When

Milestone or Deliverable	Target Date
Project Kick off with Department Leadership	3/15/19
Inaugural Steering Committee Meeting	4/30/19
Final Workplan	4/30/19
Program Inventory Analysis	6/30/19
Environmental Analysis Complete	6/30/19
SWOT Analysis Complete	8/31/19
Strategic Planning Design Sessions Complete	9/30/19
First Draft of Strategic Plan	12/31/19
Publish Strategic Plan	2/1/20
Finalize Implementation Plan	2/28/20

DHSS Strategic Planning- Who



DHSS Strategic Planning No Nos



DHSS Strategic Planning Spin Offs



Deep Dive

Criminal Justice

Deep Dive

- Comprehensive Criminal Code Reform
- E-Filing
- Standard Sentencing Order
- Community Court

Criminal Code Reform

- The final report of the Criminal Justice Improvement Committee was completed and the bill introduced in 2017 was updated, considering comments from various stakeholders.
- The bill as proposed would restore the Code to its original status a clear and proportionate code based on best principles.
- The bill would reduce the potential for unfair stacking of charges by eliminating duplicative crimes; focus mandatory minimum sentences on violent crimes, gun crimes, and sex crimes; temper the harshness of key recidivism statutes; and put in place a rational and fair system of sentencing.
- The bill would also allow, as the current Code and piecemeal approach of tinkering legislation does not, for the creation of tighter sentencing guidelines with more teeth, and for more reliable and consistent jury instructions.
- The bill, however, is not progressing as there is to date, no appetite in the political branches for fundamental criminal justice reform that would make the system fairer, particularly as to African-Americans. Instead of doing something fundamental like comprehensive code reform, the General Assembly is instead taking up minor piecemeal items which, although well intended, will leave in place a code that remains bloated, unfair, and that subjects defendants to unequal treatment and excessively harsh treatment at the discretion of the prosecution.
- The subcommittee urges the Administration to come out publicly in favor of the bill and to encourage the Attorney General and legislative leadership to act on fundamental criminal justice reform.

E-Filing

Brief History

- Delaware was one of the first States to employ E-Filing, but over many years of managing disparate systems, our solutions are no longer modern and we are lacking an innovative and robust solution for all case types across courts.
- Efforts have been made since 2014 to consolidate E-Filing, and while progress has been made, a variety of challenges has led to a full evaluation with a well established and respected consultant in the courts and government area of expertise.
- A unified E-Filing solution is a benefit for the courts, the public and our partner agencies and by simultaneously modernizing our case management and document management solutions, we can maximize the value added.

E-Filing

Project Scope

- To implement a modern and unified E-Filing solution for the Delaware Courts in 3 key operational areas:
 - Criminal
 - Family
 - Civil (All current E-Filing)
- Maximize opportunities to share data with State partners.
- Allow all system partners to file electronically – police, Probation and Parole, Department of Labor, Youth Rehabilitative Services – in a form that allows for use by all relevant case management systems.

E-Filing

Project Scope

- To evaluate operational needs in case management and document management to facilitate E-Filing in these areas:
 - Migrate Family Court to a modern case management solution with document management capabilities
 - Migrate the Criminal Case Management System (CMS) to a modern case management solution with document management capabilities
 - Migrate Supreme Court, Chancery Court, Superior Court, Court of Common Pleas and Justice of the Peace Court to a common and modern case management solution

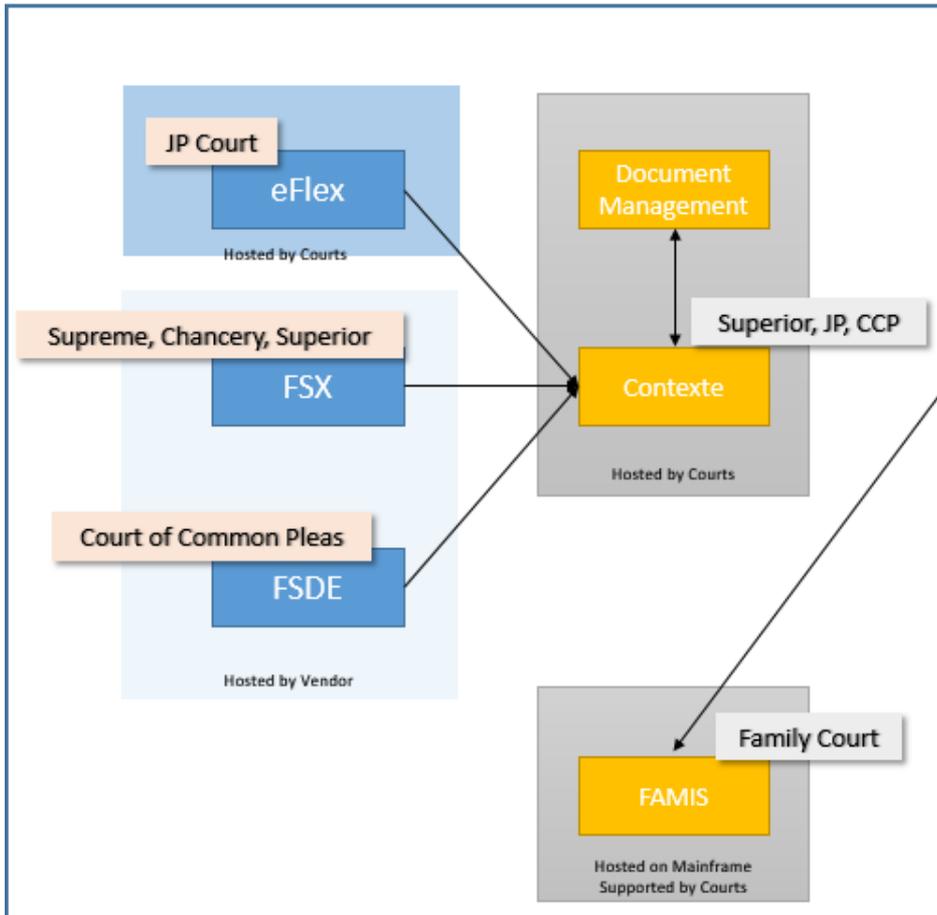
E-Filing

Approach

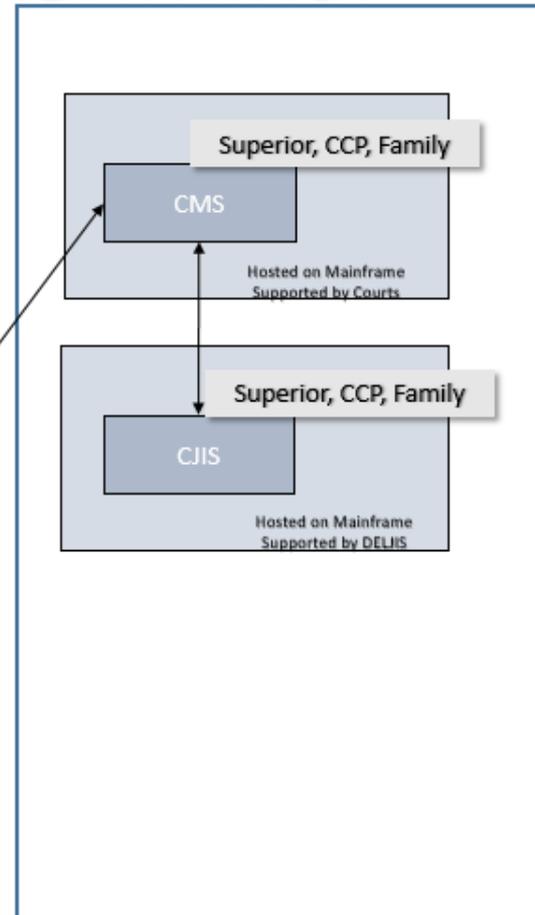
- In January of 2019, the Delaware Courts engaged in a consulting relationship with MTG for the purpose of evaluating the current E-Filing solutions employed by the Delaware Courts and advise on how to achieve the goal of a unified E-Filing system.
- The detailed analysis concluded in March with an Alternatives Analysis which supported the need for the E-Filing system while also highlighting Case and Document Management gaps across courts. Put simply, we will act like the private sector. We will adapt to use our best technology, keep current with updates, and manage vendor relationships well.
- The solution providers identified in the Alternatives Analysis by MTG are being evaluated and a select group will be engaged for proposals
- The best solution will be decided upon by committee including all courts.
- The solution will NOT be customized for Delaware and court processes will be mapped to align with the solutions offerings.

E-Filing

Civil



Criminal



Current State

E-Filing

Opportunities – Family Court

- Family Court currently does not offer E-Filing and operates on a custom mainframe case management system without any document storage or management
 - As a result, the court is operating in a paper-based capacity which introduces physical storage issues, security issues, and increased risk in the event of a fire, flood or other disaster
 - Providing litigants with access to their files can be difficult as they are moved through out
- E-Filing in Family Court will introduce convenience to the public and allow remote filing for some of the most sensitive cases involving children and families

E-Filing

Opportunities – Criminal

- By introducing Criminal E-Filing, we make subsequent filings on criminal matters easier for our justice partners such as the DOJ
- Eliminates additional time in the courthouse and reduces costs on runners
- We can leverage work done by the DOJ to integrate seamlessly with DELJIS
- Partner agencies will benefit from greater ease of filing with information sharing and accessibility
- Introducing Document Management in criminal will make information easier to view and eliminate some of the paper file retention seen across courts on criminal matters

E-Filing

Opportunities - Technology

- By introducing a unified E-Filing solution, we will eliminate the support of 4 disparate E-Filing systems, allowing staff to focus on supporting a common solution.
- By introducing a unified Case Management solution, we will eliminate the support of 2 Mainframe applications (FAMIS and CMS).
- Through the implementation of a new solution, we will eliminate a complicated infrastructure and introduce a new streamlined (potentially hosted) infrastructure that can be supported and updated more efficiently.
- The modern solutions will eliminate the need for several companion applications for things like reporting, case look up, public access, etc...
- By avoiding customization, the applications can be kept up to date while also keeping Operating Systems and other underlying technology updated and secure.
- By replacing Case and Document Management at the same time, you eliminate “throw-away” work to integrate with existing systems.

E-Filing

Opportunities – Partners and State Collaboration

- By introducing a modern and standardized system, we create an opportunity for data sharing and system collaboration
 - If criminal justice data could be uniformly shared between the courts, DOJ, DOC, AG, PD, etc... without complex integrations to many disparate systems, there could be tremendous time and cost savings
 - The same can be said for civil partners in DHSS, Child Support, DSCYF, etc...

E-Filing

Next Steps

- MTG and the Courts will collaborate and select a solution provider in the August timeframe
- JIC will complete necessary maintenance on the existing case management system as a prerequisite to the project
- The Courts will continue dialogue with partner agencies about opportunities to collaborate on this venture
- MTG will provide an implementation plan to guide the initiative forward
- A business case will be established with DTI in support of any network and architecture changes required to implement the new solution

Standard Sentencing Order

Project Scope

- Standardize the sentencing order used across courts to present clear and consistent information to the public and our partner agencies
- Eliminate hand written sentencing orders

Standard Sentencing Order

Project Evolution

- Several sentencing related documents were identified for inclusion into the scope
 - OPPORTUNITY: Provide a comprehensive sentencing package with consistent look and feel
 - CHALLENGES: Solution needs to package all related documents into a single attachment for circulation to DOC
- Discovered excessive paper processes related to sentencing
 - Additional scanning and faxing to the Department of Corrections
 - Manual reports prepared to outline dispositions across multiple charges

Standard Sentencing Order

Solution Overview

- Court staff will enter Sentencing information into CJIS at the time of the sentencing
- At the end of the process, a draft of the applicable sentencing forms are printed automatically for judicial review and approval
- Court staff have the ability to make modifications through the CJIS screens or submit the order as final
- When submitted as final, there are 2 events
 - The documents are printed locally for circulation to the case participants
 - The documents run through a process that packages them as a PDF, attaches the PDF to an email, and circulates the email to DOC email boxes

Standard Sentencing Order

Automated Process Detail

- Final Orders are processed through Planet Press Connect software which is being programmed in collaboration with Objectif Lune (Vendor)
 - The sentencing documentation is produced in a specific order with the disposition sheet acting as the anchor to indicate that all documents are ready
 - Documents are combined into a single PDF with a naming convention that includes case, date and time
 - An email is generated with a subject line that will tell DOC who the sentencing information is for and will also indicate if the order is Corrected or Modified
 - Emails will be sent encrypted by default so that the information is transferred securely
 - The process steps are being logged to a Mainframe log as well as a SQL log
 - There is a daily report generated to reconcile what was sent and received

Standard Sentencing Order

Efficiencies Gained

- Improve clarity and consistency of orders for the public and partners; i.e., no defendants spending the wrong time in prison because the judge's handwriting could not be understood.
- Eliminate manual process to generate the disposition report on each case.
- Front load sentencing information to populate CJIS and subsequently DACS close to real-time, which will eliminate discrepancies where sentencing orders handed out in Court are not reflected in the case management systems.
- Eliminate manual process of printing orders, manually signing them, scanning them and emailing them or faxing them to DOC.
- Streamlined the information provided to DOC in the Sentencing Package and eliminating Court and County differences.

Standard Sentencing Order

Project Status – Next Steps

- JIC is working with DELJIS to add some standard sentencing language for Family Court and Court of Common Pleas as selectable conditions for court staff (April 2019)
- The vendor has completed the process flow development and JIC is testing the functionality (April 2019)
- JIC will be engaging the Courts to validate their most challenging cases against the process in a test environment (April 2019)
- Courts will establish pilot courtrooms with light calendars to validate the process in production (May 2019)
- Courts will gradually expand the process to additional courtrooms until fully implemented (May-June 2019)

Community Court

Introduction

- In a multi-court effort of the Delaware Judiciary and the Administrative Office of the Courts, we are developing a community court in the City of Wilmington.
- Community courts are neighborhood-focused courts that attempt to harness the power of the justice system to address local problems.
- They can take many forms, but all focus on creative partnerships and problem-solving.
- Community courts strive to create new relationships, both within the justice system and with outside stakeholders such as residents, merchants, churches and schools.
- They test new and innovative approaches to public safety rather than merely reacting to crime after it has occurred.
- The Administrative Office of the Courts was awarded a grant from the Center for Court Innovation to support implementation.

Community Court

Why Community Court?

- In the State of Delaware, low-level offenders are often penalized with fees they cannot hope to pay, or with short-term incarceration for petty crimes.
- This can lead to issuance of capiases and, in turn, further involvement in the criminal justice system.
- Short-term incarceration can further destabilize offenders due to job loss, housing loss and other family issues.
- The Wilmington Community Court will focus on improving outcomes for the offender, providing a chance for redemption, and reducing recidivism by addressing factors such as substance use, mental health and unemployment that are generally linked to criminal behavior while promoting public safety.

Community Court

The Vision

- All court operations in one court facility on central bus lines, which will support the efficient use of overall court operations and enable justice system partners and service providers to better meet operational needs.
- Converting the state courthouse law libraries into self-help centers (a recommendation by an Access to Justice Subcommittee).
- Providing accountability for offenders by ensuring they give back to their communities through various community service initiatives in the restorative justice model.
- All treatment and criminal specialty courts – drug, DUI, Mental Health, re-entry, etc. – are under the umbrella of Community Court and have more convenient schedules and more coordinated service delivery. The ultimate goal is to migrate to a “no wrong door” treatment court model where all offenders who could safely benefit from this approach get it and get access to help for the problems that contribute to their criminality.
- Filling a huge gap in a treatment portfolio by developing a Job Court, providing vocational training, assistance with job placement and pathways to employment.
- Offering a rotating calendar by Wilmington neighborhood so that community members can discuss current interests and concerns that affect their neighborhood.

Community Court

The Vision, continued

- Welcoming into the courthouse various service providers, neighborhood associations and others vital to community empowerment and improvement.
- Offering hours (similar to the DMV Wednesday evening hours) outside normal work or school hours.
- Forging partnerships with various relevant stakeholders including, but not limited to, the Office of the Governor, the Mayor's Office, the Department of Justice, the Office of Defense Services, Wilmington Police, New Castle County Police, the Division of Substance Abuse and Mental Health, and Downtown Visions.
- Creating a “no wrong door” approach for criminal defendants in need of help to become more productive and law-abiding citizens.

Community Court

The Community Resource Center

- The Community Resource Center is located on the 2nd floor of the Justice Center in the law library, operating Monday – Friday from 9:30 AM – 1:30 PM.
- The goal of the Community Resource Center is to provide community members with access to providers and resources to assist with quality-of-life issues that serve as barriers to self-sufficiency and success.
- The Resource Center will serve as the central location in the Justice Center for individuals to access the services offered by community providers in the city of Wilmington.
- The services offered in the Resource Center will be available to all residents.
- Once the Community Court is operational, participants will be required to utilize the Resource Center to comply with court mandates.

Community Court

Job Court

- The development of a Job Court is an innovative approach to managing criminal justice concerns and Delaware will be creating one of the first of its kind.
- In partnership with the Department of Labor, other service providers and local businesses, we would like to develop a program that creates pathways to employments for its participants.
- Proposed Services include:
 - State of Delaware Job Link assistance
 - Career Counseling
 - Vocational Training
 - Job Preparedness Workshops
 - Expungement Services

Community Court

Benefits to the Community

- Through increased community outreach, increased partnership and the building of trust with community members, the Justice Center can be of greater service and create a more meaningful response to criminal matters.
- The Community Court will be a center for restorative justice as participants will provide direct services to the community it has harmed.
- The Resource Center will serve as a “one-stop shop” to the Community Court, our problem-solving courts, defendants in any court referred for additional services, and non-justice involved individuals.
- The Resource Center and Pro-Se Centers, located in the same space, will ease the navigation process for all litigants.
- As a multi-court initiative, the Community Court will assist in the development of information sharing between the courts, increasing our ability to provide more comprehensive customer service.

Community Court

Best Practices Planning Stages

- Stage One: Needs Assessment

What is the Needs Assessment?

- Foundation of Community Court planning
- Explores the community's perception of the need
- Identifies priorities, goals, resources and potential partnerships in order to best develop a community court

Components of the Wilmington Needs Assessment

- Community Survey
- Naturalistic Observations
- Focus Groups
- Stakeholder Interviews
- Resource Mapping

Community Court

Best Practices Planning Stages, continued

- Stage Two: Program Design
 - Creating a programmatic outline and structure based on the results of the Needs Assessment
 - Creation of measurable goals for the Community Court
 - Developing court procedures
 - Creating detailed explanation of staff and community roles
 - Creating partnership opportunities
 - Developing a marketing plan

Community Court

Best Practices Planning Stages, continued

- Stage Three: Implementation
 - The Implementation Planning Stage is the final stage of the planning process. It encompasses the following steps:
 - Connecting defendants with community resources
 - Establishing a community service protocol
 - Identifying necessary staff and their responsibilities
 - Creating a system for compliance monitoring
 - Creating a standardized training program
 - Building IT systems and establishing information sharing procedures
 - Designing a screening/assessment process for defendants
 - Creating an evaluation mechanism

Community Court

Current Status & Timelines

- The Resource Center had a soft opening on May 1, 2019
- The Needs Assessment will be concluded on May 30, 2019
- Planning efforts will continue forward, anticipating that the Community Court will become operational in Fall 2019
- The Implementation Grant from the Center for Court Innovation will conclude in June 2020

- **Open Topics Discussion – Board**
- **Public Comment**

Adjourn



Contact



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